



**BOB HOLDEN**  
GOVERNOR

**MISSOURI**  
**DEPARTMENT OF SOCIAL SERVICES**  
**DIVISION OF FAMILY SERVICES**

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**RELAY MISSOURI**  
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December 1, 2003

The Honorable John Russell  
Missouri Senate  
Capitol Building  
Jefferson City, MO 65101

The Honorable Chuck Purgason  
Missouri House of Representatives  
Capitol Building  
Jefferson City, MO 65101

The Honorable Carl Bearden  
Missouri House of Representatives  
Capitol Building  
Jefferson City, MO 65101

Dear Senator Russell, Representative Purgason and Representative Bearden:

Attached you will find the Family Support Division – Child Support Enforcement's Centralized Collections Progress Report. According to RSMo 454.465, the division is required to report to the General Assembly regarding the Family Support Payment Center by December 1<sup>st</sup> of each year.

If you have any questions, please contact me at 573-751-4247.

Sincerely,

Denise Cross  
Director

DC:jd

Attachment

**Family Support Payment Center (FSPC) Progress Report**  
**Family Support Division-Child Support Enforcement**  
**December 2003**

- Through FY 2004 budget actions, the former Division of Child Support Enforcement transferred centralized collections functions to the Department of Revenue. The Department of Revenue assumed these functions beginning the 2004 fiscal year. The Family Support Division – the new Department of Social Services division responsible for child support functions – retained statutory responsibility and accountability for the payment center.
- FSPC operates 6 days per week, averaging 13 hours per day. FSPC receipts child support payments in the contractor's computer system the same day the collections are received and sends a receipting file to the Missouri Automated Child Support System (MACSS) by no later than 6:30 p.m. each business day (Saturday's receipts are transmitted to MACSS on Monday). Nightly, MACSS processes the receipt file to post payments to the specified case, order or member. Upon posting to a member, case, or order number, MACSS distributes the collections and prepares a disbursement file, which is then transmitted electronically to the FSPC the following morning. On the same day the disbursement file is received from MACSS, FSPC prints and mails checks via first class mail and processes electronic transmissions to payees.
- FSPC receipts and disburses child support funds electronically (EFT) for the following:
  - Direct deposit of disbursements to payee financial institution accounts  
(Currently, over 63,000 Custodial Parents receive payments by direct deposit);
  - Support collections from employees;
  - Support collections receipted from other state child support agencies;
  - Disbursements to other state child support agencies; and
  - Recurring automatic withdrawal from payer financial institution accounts.
- Current average production operating statistics are as follows:
  - Receipts processed per day: 8,500 (average low) to 17,050 (average high)
  - Dollar value of receipts processed per day: \$1.4 million (average low) to \$2.9 million (average high)
  - Average turnaround time (posting to disbursement): 24 hours
  - Data entry error rate: 0.04% per month
  - Collection exceptions, such as unidentified items and insufficient funds, are resolved within five business days of receipt 95% of the time.

Current average customer service operating statistics are as follows:

- Total average calls answered per day: 706
  - Average calls per day from employer line: 30
  - Average calls per day from state agency line: 30
  - Average calls per day from parent line: 646
- Average percentage rate of calls answered by first ring: 99%
- Average correspondence resolved per day: 354
  - Correspondence that requires action by state agency, circuit clerk, or prosecuting attorney is forwarded to the appropriate entity within 48 hours.

- FSPC expenditures incurred are as follows:

	<u>Implementation Cost</u>	<u>Postage<sup>1</sup></u>	<u>Customer Service</u>	<u>Transactions (Paper and EFT)</u>
FY00*	\$1,400,000		\$306,726	\$3,401,769
FY01			\$669,226	\$6,503,106
FY02			\$933,038	\$6,893,585
FY03			\$722,397	\$7,150,827
FY04 (through October)		\$17,869	\$249,307	\$2,438,646
Totals	\$1,400,000	\$17,869	\$2,880,694	\$26,387,933

\*FSPC began operating in October of 1999.

<sup>1</sup>FSPC began sending billing statements and coupons to non-custodial parents in August 2003.